

## **COVID-19 Practice Safety Steps**

Please familiarise yourself with the steps below prior to attending an appointment.

### **Pre appointment**

- You will receive an email reminder 48 hours prior to your appointment. The email contains a link to your patient portal, this will enable to complete all your forms from the comfort of your own home.
- To reduce your time spent at the practice, payments will be requested via telephone 24 – 48 hours prior to your appointment.

### **Arrival etiquette**

- To limit the amount of people within the practice, please do not turn up too early or too late.
- Only arrive at the practice if you have an appointment.
- Wait in your car until a member of the team collects you for your appointment.
- Please attend appointments on your own wherever possible.
- Bring as little belongings as possible, this limits the risk of any contamination.
- Wear a facemask when you enter the practice.

### **Changes within the practice**

- Appointments will be spaced out to ensure all patients and staff are able to maintain social distancing.
- You will be asked to use the antibacterial gel provided as soon as you enter the practice.
- All our staff, including non-clinical team members will always be wearing appropriate PPE within the practice.
- Plastic screens have been installed at our reception desk. Please ensure you maintain a 2m distance from the reception desk and please do not touch the screens.
- Our new designated dental nurses are performing more frequent, deeper cleans especially in our surgeries, which are scheduled throughout the day.
- We have installed high pressured plasma air purifiers in all our surgeries.
- Patient bathrooms are no longer operational, this is to reduce the risk of contamination.

### **After your appointment**

- After your appointment, you may be directed to reception to book additional appointments. If the reception area is busy, to maintain social distancing, we may contact you via telephone
- If within 14 days of our appointment you begin to develop any symptoms of possible COVID-19, such as high fever or a new continuous cough please ensure you follow the appropriate self-isolation advice and inform reception.